

IN THE CLAIMS:

1. (ORIGINAL) A system for rating craftsmanship of vehicles, comprising:
a computer for receiving customer data relating to craftsmanship for a vehicle,
building a component/system database from the collected customer data, rating the vehicle for
craftsmanship based on component/system database to obtain an actual rating, setting a target
rating for the vehicle based on the actual rating, identifying craftsmanship issues that resolve a
gap from the actual rating to the target rating, and determining whether the identified
craftsmanship issues will resolve the gap from the actual rating to the target rating.

2. (ORIGINAL) A system as set forth in claim 1 including an
implementation plan for the craftsmanship issues stored in said computer.

3. (ORIGINAL) A system as set forth in claim 1 including a manufacturer
tracking system communicating with said computer for loading the craftsmanship issues therein.

4. (ORIGINAL) A system as set forth in claim 1 including means for
investigating and analyzing the craftsmanship issues by a supplier and vehicle manufacturer.

5. (ORIGINAL) A system as set forth in claim 1 including means for
determining whether corrective action for the craftsmanship issues is feasible.

6. (ORIGINAL) A system as set forth in claim 5 including means for
determining concurrence by the vehicle manufacturer if the corrective action is not feasible.

7. (ORIGINAL) A system as set forth in claim 5 including means for implementing the corrective action if the corrective action is feasible.

8. (ORIGINAL) A system as set forth in claim 1 including means for picking another craftsmanship issue if the gap from the actual rating to the target rating is not resolved.

9. (ORIGINAL) A system as set forth in claim 1 including a database of ratings stored in said computer.

10. (ORIGINAL) A system as set forth in claim 1 including a worksheet analysis to identify issues that resolve the gap to the target stored in the computer.

11. (ORIGINAL) A computer method of craftsmanship rating of vehicles, said method comprising the steps of:

collecting customer data relating to craftsmanship for a vehicle;

building a component/system database from the collected customer data;

rating the vehicle for craftsmanship based on component/system database to obtain an actual rating;

setting a target rating for the vehicle based on the actual rating;

identifying craftsmanship issues that resolve a gap from the actual rating to the target rating; and

determining whether the identified craftsmanship issues will resolve the gap from the actual rating to the target rating.

12. (ORIGINAL) A computer method as set forth in claim 11 including the step of identifying an implementation plan for the craftsmanship issues.

13. (ORIGINAL) A computer method as set forth in claim 11 including the step of loading the craftsmanship issues into a manufacturer tracking system.

14. (ORIGINAL) A computer method as set forth in claim 11 including the step of investigating and analyzing the craftsmanship issues by a supplier and vehicle manufacturer.

15. (ORIGINAL) A computer method as set forth in claim 11 including the step of determining whether corrective action for the craftsmanship issue is feasible.

16. (ORIGINAL) A computer method as set forth in claim 15 including the step of determining concurrence by the vehicle manufacturer if the corrective action is not feasible.

17. (ORIGINAL) A computer method as set forth in claim 15 implementing corrective action if the corrective action is feasible.

18. (ORIGINAL) A computer method as set forth in claim 11 including the step of picking another craftsmanship issue if the gap from the actual rating to the target rating is not resolved.

19. (ORIGINAL) A computer method as set forth in claim 11 including the step of building a database of craftsmanship ratings.

20. (ORIGINAL) A computer method as set forth in claim 11 including the step of using a worksheet analysis to identify issues that resolve the gap from the actual rating to the target rating.